

## MCI TN INVESTIGATION REPORT

Date: December 11, 2001

### **Background:**

MCI requested that KPMG Consulting conduct an investigation of MCI trouble reports, which were opened with BellSouth. These trouble reports involved service order issues against a specific number of telephone accounts. The analysis consisted of a review of the Service Order images, DLR's and DLETH's from BellSouth for the MCI provided telephone numbers<sup>1</sup>.

### **Issue:**

This investigation involved: (i) reviewing the Service Order image against the BellSouth Business Rules, (ii) reviewing the Service Orders generated by BellSouth to identify if they contained the RRSO FID, which links a new and disconnected service order indicating the reuse of facilities to ensure continuous service for the customer. If the RRSO FID is on the service order then BellSouth's systems should not disconnect the line after the new line order is provisioned.

A review of the trouble report history and recent Service Order activity uncovered four major categories:

- (i) Category 1 - indicates trouble on the line occurring as a result of Service Order Activity for various reasons reflected by disposition codes on the trouble reports. These issues seem to be related to provisioning and there is not enough evidence to dismiss the RRSO FID as a cause of the problems. In addition, Category 1 orders appear to have trouble reports that relate to migration activity.
- (ii) Category 2 - indicates an order that was missing the RRSO FID, and the trouble tickets confirm that the missing RRSO FID caused the service problem.
- (iii) Category 3 - indicates that certain orders do not have enough evidence in the trouble reports to link the issue to Service Order Activity.
- (iv) Category 4 - indicates orders that were missing the RRSO FID, but the trouble tickets do not confirm that the missing RRSO FID caused the service problem. Again, KPMG Consulting did not find evidence in the trouble reports to link the issue to Service Order Activity.

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<sup>1</sup> The accounts with Telephone Number 770-684-3339 and CSOTS-PON S003049493BSGAPR as well as Telephone Number 770-465-1642 and CSOTS-PON S002980331BSGAPR were omitted from the analysis since the appropriate records were not received from BellSouth.

KPMG Consulting verified 45 telephone numbers during this investigation. KPMG Consulting determined that 18 orders fell into Category 1, 1 order fell into Category 2, 24 orders fell into Category 3, and 2 orders fell into Category 4. During the time period when these orders completed, 4,824 MCI orders completed. Based on KPMG Consulting's findings, 19 orders experienced problems related to Service Order Activity. Therefore, KPMG concludes that less than 1% of the completed orders experienced issues that were due to migration, which is an acceptable result considering the 95% benchmark that KPMG Consulting applies to provisioning activities.

The Service Orders and trouble history reports investigated are listed below:

**Category 1:** Indicates trouble reports occurred due to service order activity.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/02/2001	06/01/2001	<b>S003080885BSGAPR</b>	404-298-0371	A trouble on line occurred as a result of a pair change.
2	06/16/2001	06/08/2001	<b>S003140734BSGAPR</b>	404-327-5998	A trouble on line occurred as a result of a wire network terminating.
3	06/19/2001	05/29/2001	<b>S002980462BSGAPR</b>	404-367-0732	A trouble on line occurred as a result of a cross connection issue.
4	06/08/2001	06/01/2001	<b>S003084272BSGAPR</b>	404-508-0998	A trouble on line occurred as a result of a cable problem.
5	06/07/2001	06/05/2001	<b>S003111370BSGAPR</b>	404-523-8383	A trouble on line occurred as a result of a wire network terminating.
6	06/14/2001	06/13/2001	<b>S003192008BSGAPR</b>	404-845-2277	A trouble on line occurred as a result of a wire network terminating.
7	06/04/2001	06/01/2001	<b>S003082614BSGAPR</b>	404-888-0920	A trouble on line occurred as a result of a wire network interface.
8	06/13/2001	05/15/2001	<b>S002908711BSGAPR</b>	678-547-0283	A trouble on line occurred as a result of a translation problem.
9	06/05/2001	05/16/2001	<b>S002922396BSGAPR</b>	770-214-0188	A trouble on line occurred as a result of a pair change.
10	06/21/2001	06/07/2001	<b>S003137446BSGAPR</b>	770-214-1528	A trouble on line occurred as a result of a line translation unknown.
11	06/15/2001	06/12/2001	<b>S003184570BSGAPR</b>	770-232-0917	A trouble on line occurred as a result of a RT Channel Unit problem.
12	06/06/2001	05/22/2001	<b>S002980665BSGAPR</b>	770-233-0559	A trouble on line occurred as a Result of a RT Channel Unit problem.
13	06/15/2001	06/08/2001	<b>S003144259BSGAPR</b>	770-251-2036	A trouble on line occurred as a result of a wire network interface.
14	06/14/2001	06/12/2001	<b>S003185662BSGAPR</b>	770-263-0542	A trouble on line occurred as a result of a cross connection issue.
15	06/09/2001	06/07/2001	<b>S003137436BSGAPR</b>	770-297-0113	A trouble on line occurred as a result of a RT Channel Unit problem.

16	06/12/2001	05/16/2001	<b>S002923721BSGAPR</b>	770-599-3426	A trouble on line occurred as a result of a RT Channel Unit problem.
17	06/10/01	05/22/2001	<b>S002964068BSGAPR</b>	770-836-0330	A trouble on line occurred as a result of a pair change.
18	06/08/2001	06/06/2001	<b>S003119326BSGAPR</b>	770-932-2046	A trouble on line occurred as a result of Wire Protection.

**Category 2:** Indicates trouble reports occurred due to service order activity and the lack of the RRSO FID.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/04/2001	05/30/2001	<b>S002980889BSGAPR</b>	678-479-3136	A trouble on line occurred as a result of a wrong number on the cable pair.

**Category 3:** – indicates that certain orders do not have enough evidence in the trouble reports to link the issue to Service Order Activity.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/15/2001	06/12/2001	<b>S003182213BSGAPR</b>	404-377-4469	The trouble ticket indicated a Test – Ok.
2	06/14/2001	06/12/2001	<b>S003180638BSGAPR</b>	404-459-0049	The first trouble ticket was excluded while the second trouble ticket indicated a Crossbox issue, but the third trouble ticket indicates Customer Premise Equipment.
3	06/12/2001	06/13/2001	<b>S003135584BSGAPR</b>	678-344-0197	The trouble ticket indicated an issue with Customer Premise Equipment.
4	06/13/2001	06/12/2001	<b>S003181447BSGAPR</b>	678-474-0233	The trouble ticket was excluded, but KPMG Consulting is unable to determine a reason for exclusion.
5	06/06/2001	05/22/2001	<b>S002976391BSGAPR</b>	678-584-1051	The trouble ticket indicated a Test-Ok.
6	06/14/2001	06/12/2001	<b>S003181557BSGAPR</b>	678-924-0198	The trouble ticket was excluded, but KPMG Consulting is unable to determine the reason for exclusion.
7	06/11/2001	05/22/2001	<b>S002963643BSGAPR</b>	770-214-0987	The trouble ticket indicated a Test-Ok.
8	06/07/2001	05/25/2001	<b>S003009556BSGAPR</b>	770-287-1211	The trouble ticket indicated an issue with Customer Premise Equipment.
9	06/14/2001	05/22/2001	<b>S002978746BSGAPR</b>	770-412-1106	The trouble tickets indicated an issue with Customer Premise Equipment.
10	06/14/2001	06/12/2001	<b>S003185071BSGAPR</b>	770-422-1810	The trouble ticket indicated an issue with Customer Premise Equipment.
11	06/06/2001	05/24/2001	<b>S002993244BSGAPR</b>	770-465-1034	The trouble tickets indicated an issue with Customer Premise Equipment.

12	07/02/2001	06/14/2001	<b>S003154546BSGAPR</b>	770-466-2846	The first ticket indicated a Test Ok. The second ticket indicated a Found Ok Out.
13	06/02/2001	05/24/2001	<b>S003007763BSGAPR</b>	770-476-0770	The trouble ticket indicated a Drop Buried Permanent Repair and a Ground Fault.
14	06/11/2001	05/18/2001	<b>S002939631BSGAPR</b>	770-502-0095	The trouble ticket indicates a Drop Aerial.
15	06/16/2001	05/15/2001	<b>S002908503BSGAPR</b>	770-535-1342	The trouble tickets indicated an issue with customer premise equipment and a Drop Buried Permanent Repair.
16	06/01/2001	05/22/2001	<b>S002980563BSGAPR</b>	770-564-1276	The trouble ticket indicates an issue with a Drop Buried Permanent Repair.
17	06/05/2001	05/23/2001	<b>S002924677BSGAPR</b>	770-632-0962	The trouble ticket indicated a Test Ok.
18	06/02/2001	05/15/2001	<b>S002907141BSGAPR</b>	770-725-2242	The trouble tickets indicate Wire-Protection and Accessible Plant-Cable Closures.
19	06/11/2001	06/05/2001	<b>S003120967BSGAPR</b>	770-886-0541	The trouble tickets indicated Customer premise equipment and Drop Buried Permanent Repair.
20	06/14/2001	06/08/2001	<b>S003146401BSGAPR</b>	770-935-7663	The trouble ticket indicated customer premise equipment.
21	06/16/2001	06/12/2001	<b>S003167293BSGAPR</b>	770-961-1849	The trouble ticket indicated customer premise equipment.
22	06/11/2001	05/25/2001	<b>S003009805BSGAPR</b>	770-971-2534	The trouble ticket indicated customer premise equipment.
23	06/07/2001	05/21/2001	<b>S002953669BSGAPR</b>	770-985-1369	The trouble ticket indicated customer premise equipment.
24	06/11/2001	06/12/2001	<b>S003195133BSGAPR</b>	770-998-8740	The trouble ticket indicated customer premise equipment.

**Category 4:** indicates orders that were missing the RRSO FID, but the trouble tickets do not confirm that the missing RRSO FID caused the service problem. Again, KPMG Consulting did not find evidence in the trouble reports to link the issue to Service Order Activity.

No	Ticket Close Date	Order Completion Date	MCI Order Number	TN	Result
1	06/11/2001	06/06/2001	<b>S003056195BSGAPR</b>	678-342-7196	The trouble ticket indicated Accessible Plant-Cable Closures.
2	06/08/2001	06/08/2001	<b>S003145726BSGAPR</b>	770-271-3324	The trouble ticket indicated customer premise equipment.